



# JOB DESCRIPTION

## BOX OFFICE AND WELCOME TEAM MEMBER (24 HOURS)

- Responsible to: Sales and Ticketing Manager
- Key relationships: Front of House and Venue Managers, Duty Managers, Front of House Volunteers
- Locations:
- Southwark Playhouse Borough, 77-85 Newington Causeway, London, SE1 6BD
  - Southwark Playhouse Elephant, Dante Place, 80 Newington Butts, London SE11 4FL
- Contract Type: Permanent, Part Time
- Hours: As part of a team of three covering box office opening hours, this post will require you to work an average of 24 hours per week.
- The post will require you to work to a set two-week shift pattern:
- Week 1:  
Monday 3.30pm - 9.30pm  
Tuesday 3.30pm - 9.30pm  
Wednesday 5.30pm - 9.30pm  
Friday 9.30am - 5.30pm
- Week 2:  
Monday 3.30pm - 9.30pm  
Tuesday 3.30pm - 9.30pm  
Thursday 5.30pm - 9.30pm  
Saturday 9.30am - 5.30pm
- Potential to sign up to available additional casual Box Office hours if desired.
- Salary: £15,101 per annum (£25,168 per annum pro-rata) paid monthly on the 28th of each month
- Annual Leave: 30 days in the first year, pro rata, including bank holidays, increasing with length of service thereafter
- Probationary Period: 3 months
- Notice Period: 2 months (1 month during probation period)

## **JOB CONTEXT**

Southwark Playhouse has been creating and presenting theatre for 30 years. It has championed and showcased work by a diverse array of new and emerging artists and companies. It prides itself on being firmly rooted in its community as a creative hub and home for local people.

The theatre has recently opened a second building, Southwark Playhouse Elephant, that runs concurrently with its Borough venue. There are 3 theatre spaces (Borough: The Little, Borough: The Large, Elephant: Main Space) across the two buildings as well as a rehearsal space and participation space. The theatre presents approximately 30 fully fledged theatre productions across the year, alongside a busy participation and artist support programme.

## **JOB PURPOSE**

The Box Office and Welcome Team Member is the welcoming face and likely first point of contact for visitors to Southwark Playhouse. They will largely deal with box office sales and enquiries as well as general enquiries and deliveries. They will also undertake a variety of administrative tasks in support of the Sales and Ticketing operations.

## **DETAILED DUTIES & RESPONSIBILITIES**

### **Visitor Experience**

- As first point of contact for visitors to our buildings, offer a warm and friendly welcome to all.
- Monitor the front door throughout the day and deal with all enquiries and deliveries for productions, staff members, or bar operations.
- Answer phone calls throughout the day and deal with or forward on enquiries as appropriate.
- To be a point of information about Southwark Playhouse and all its activities, promoting the organisation to the widest possible audience.
- To be aware of all the access facilities that the Playhouse offers its customers and to actively promote these facilities to the public.
- Assisting visiting companies, producers, and artists with their enquiries.
- Checking e-tickets on the door and scanning customers in using Spektrix.

### **Box Office and Sales**

- To be responsible for the successful delivery of a first-class sales and customer service.
- Operating the Box Office, selling and issuing tickets and responding to queries in person, over email and over the telephone.
- To take group bookings, issuing invoices and maintaining a line of communication with trip organisers.
- Managing box office income and accounting for all monies received.
- Clearly communicating any issues and responding to requests from the Front of House team pre-performance.

- Abiding by and enforcing the theatre's rules and processes and ensuring they are communicated to companies and the public.
- Managing the seat inventory for each show: supporting the Sales & Ticketing Manager in administrating house seats, comps, third party sales, refunds, exchanges, etc.
- Stocking current and relevant print material and posters in the bar.
- Ensuring the box office is kept clean and tidy at all times.
- Managing inventory of programmes and merchandise with visiting companies including counting in, accurately reporting sales and stock levels, issuing sales reports, and keeping items secured.
- Actively supporting the Sales & Ticketing Manager in ticketing administration and audience development tasks, including preparing the ticketing system for on-sales, maintaining a multiple shared online workspace, monitoring and reporting on sales patterns and audience feedback.
- To undertake any additional reasonable administrative tasks in support of the Sales, Marketing and Communications department as needed, maintaining confidentiality at all times.

### **Policies and Procedures**

- To attend training sessions necessary for the successful execution of the role including Emergency First Aid at Work, and Fire Warden training
- To adhere to all fire, health and safety procedures to minimise the risk of injury and accidents.
- To adhere to all staff work practises, rules and regulations, and to actively participate in the organisation's operational development.

### **General**

- As a key holder you will open the building according to set procedures.
- Ensure staff and visitors sign in and out of the buildings.
- Ensure organisation wide policies are adhered to at all times and enforce these policies with staff and visitors.

In addition, to undertake any other duty or responsibility that may reasonably be allocated by the organisation. It is a requirement of the charity that all staff work in a flexible manner compatible with their jobs and in line with the objectives the charity must fulfil. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the department and the organisation.

## **PERSON SPECIFICATION**

### **Essential**

- Computer literate to a proficient standard
- Excellent communication and organisation skills
- Good time management
- Flexibility with regard to working hours.
- Customer service experience in any field

### Desirable

- Experience using a box office system, particularly Spektrix.
- Knowledge and interest in Theatre

### **BENEFITS**

- Complimentary staff tickets for shows, subject to availability and policy
- Discounts at Southwark Playhouse Bars and Cafés
- Interest-free season ticket loan
- Cycle to Work Scheme
- Pension scheme with Smart Pension
- 30 days' annual leave (including bank holidays), pro rata, increasing with length of service.